



APC Assistance Document

This document is designed as a supplement to forms and documentation provided to DON Purchase Card APC's via DON Consolidated Card Program Management Division (CCPMD) and any local command instructions. Please bear in mind that this information is subject to change without notice.

1. Forms

The most current DON forms are available at the DON CCPMD website:

www.navsup.navy.mil/ccpmd. From the home page use the following links to access the forms:

- On the main page under Card Management, click on Purchase Card Program
- Click on tab 'Bank Guidance'
- Forms can be found under the lower portion of the Documentation section.

It is suggested that you set the 'Bank Guidance' page as a favorite or bookmark on your web browser. Please check this site periodically for any updates to the forms.

When completing each form, follow the instructional data (second page of attachment) until you feel comfortable completing the forms. An asterisk marks mandatory fields that should be filled out. Missing or illegible information will result in either a delay in processing or possible rejection of the form.

Correct hierarchy must be provided - 6 levels for AOs and cardholders, 3-5 levels for APCs. For new AO accounts only level 1-5 should be provided.

Level 1 (01700) – Department of Defense

Level 2 (00017) – Department of the Navy

Level 3 – MAJCOM

Level 4 – TYCOM

Level 5 – Command/Activity APC

Level 6 – Approving Official (cardholders are aligned under this level)

Levels 3, 4 and 5 are determined at the MAJCOM level. The bank assigns level 6.

AO/APC-Change

Verification information and email address should always be provided. Only complete address, phone and/or fax number if it is different from the old AO/APC.



AO/APC-New

Fields that contain an asterisk are mandatory and need to be completed. On AO forms make sure the credit limit, UIC/Obligation indicator, Line of Accounting/MAC and if account is NAFI are included.

Any APC Form

The signature of **both** the incoming and outgoing APC is always required. If the outgoing APC is unavailable, a higher-level APC (MAJCOM or TYCOM) signature is acceptable.

Cardholder Maintenance

Section I - Account number and cardholder's name should always be provided.

Section II - Mark all applicable requests.

Section III – Provide all necessary information for request made in section II.

Section IV - Level 1 - level 6 of current hierarchy is required. If you are requesting a hierarchy change, the new hierarchy also needs to be placed here.

*Per PCPN-17, all cardholder hierarchy changes must be submitted via the Purchase Card Maintenance Form and require level the three APC signature.

Purchase Card Setup

It is imperative that all fields are filled out correctly. Please ensure default Line of Accounting (LOA)/MAC is listed in EDI format, if no LOA is provided, the NAFI block should be checked yes and the hierarchy though the level six must be provided.

Section IV – Always provide cycle limit and single purchase limit.

Section V – Mark Government Standard unless an accommodation checking account is required. If request is for an accommodation checking account, White Plastic should be marked. Make sure corresponding AO account contains cash percent.

Requests for accommodation checking accounts need to include a letter on Command letterhead authorizing setup. Approval for setup should be received from the level 3 APC prior to form submission. APCs can review EBUSOPSOFFINST 4200.1A on the DON CCPMD website regarding requirements for this process.

Checking accounts and Point of Sale (POS) Accounts must remain separate with independent account numbers. These two types of accounts shall not be combined under one account number.

Faxing of forms

AO/APC – 904 954-7700

Cardholder maintenance/purchase card setups – 605 357-2092

Please use the correct fax number to ensure your request is processed quickly. If the form is illegible at your end, it will be worse at ours. Please attempt to clarify any questionable data prior to faxing the form.



2. Who to Contact

The following is provided to assist in directing your inquiries to the proper group.

Contacting CAS

Your Client Account Specialists (CAS) are available from 0700-1800 M-F to assist with AO/APC related issues. This can include AO or APC changes, new AO or APC setups, changes to card delivery address (master mailing address), delinquency and higher-level hierarchy changes. CAS are dedicated to assist APCs and their alternates.

Cardholders and AOs are to work through their APC's or Customer Service for card program information. Under no circumstance should a cardholder contact a CAS. AOs should only contact CAS on delinquency related issues

*When sending email to the bank, please only provide the last six digits of the account number. Level six data is always helpful as a supplement to the last six of account numbers.

3. Who are your CAS contacts and how can you reach them?

CAS can be reached by calling 1 800 790-7206, option 4 then the 5-digit extension of the CAS manager. You can also reach them by email. Listed below are your contacts, along with their extensions and email addresses:

<u>Name</u>	<u>Extension</u>	<u>Email Address</u>
Steve Babine	69880	stephen.m.babine@citigroup.com
Karlin Housen	69886	karlin.rougier@citigroup.com
Kaylen Woodard	69899	kaylen.woodard@citicorp.com

Contacting Customer Service

Customer Service is available 24/7 at 1 800 790-7206 option 0. They can assist with most cardholder and some AO related issues. These issues can include cardholder and AO credit line changes, balance and payment inquiries, minor maintenance changes to cardholder accounts, lost/stolen/never received cards, GSA template changes (if template is known) and general questions regarding purchase information.

Contacting the CitiDirect Help Desk

The CitiDirect Help Desk is your point of contact for **ALL** questions related to CitiDirect and CCRS (new ADHOC) usage. Their hours of operation are 0700-2000 M-F. They can be reached at 1 800 790-7206 option 2. Questions related to the following should be referred to them: user id/password inquiries or resets, navigation, loading LOAs and UICs, SDNs, maintenance done through the CitiDirect system and all questions related to CCRS reporting.



4. CitiDirect

When to use your CitiDirect access instead of contacting the bank

CitiDirect is a valuable tool that can be used to maintain cardholder and some AO/APC information. There is no need to follow up with a paper form, email or phone call on action completed through CitiDirect. Verification of action can be done in approximately 48 hours.

The following URLs will allow you access to CitiDirect and CCRS:

CitiDirect – www.cards.citidirect.com Client Code: DON

CCRS – www.customreporting.cards.citidirect.com

CitiDirect Access is established for AOs and APCs based upon Citibank's receipt of the appropriate form. **Changes of AOs made through CitiDirect will not result in access being established.** IDs are established in approximately 3-5 business days. The CitiDirect Help Desk will attempt to contact the new AO or APC via phone or e-mail with their ID and password. Please ensure that the new AO or APC knows the verification information that was provided to Citibank at the time of their forms where submitted. They will be asked for it prior to the release of the ID and password. **IDs cannot be released to anyone other than the user of that ID.**

The following changes can be maintained using CitiDirect: credit lines, cash percent, address related items, phone, fax, email, LOA, UIC, single purchase limits and changes to GSA templates. It is also suggested that new cardholder setup requests be done through CitiDirect. This will allow for faster processing of your request as well as a reduced chance for errors to be made at setup.

5. When not to use CitiDirect

Do not submit AO changes through CitiDirect unless you do not want a user id and password setup for the change. User ids and passwords can only be setup when a paper form is provided.

If you need a change to take place immediately, please contact Customer Service or CAS. Any request made through CitiDirect will be processed within 24-48 hours of entry into CitiDirect.



FYIs regarding maintenance using CitiDirect

Only cardholder accounts contain single purchase limits, daily and monthly transaction limits and MCC templates, AO accounts do not and these fields will not be maintained at that level if provided.

The Command or Unit name should always appear prior to the AO name. Do not request for these fields to be transposed. The change will not be processed.

If an AO name is changed in CitiDirect, they will not obtain a user id or password for the CitiDirect system. Only requests received by forms will be setup with user ids and passwords.

Changes in APCs cannot be done through CitiDirect. Only addresses, phone/fax numbers and emails can be maintained for APCs through CitiDirect.

6. General Information

Any action taken by Customer Service or CAS is immediate. You will be able to verify changes within 48 hours through CitiDirect.

New AO setups take approximately 3 days to setup. Once the account is available, the CAS manager will attempt to load the LOA. They will also forward a request to CitiDirect for a user id and password to be setup. Upon completion, CAS will contact the APC who submitted the request to provide the level six and the last portion of the account it was tied to.

Any requests for CitiDirect user ids and passwords (AO or APC) take approximately 3 days to be setup. The CitiDirect Help Desk will contact the person once the setup is complete.

MCC Template Information

Merchant Category Code (MCC's) and GSA template information are available on the DON CCPMD website under 'Bank Guidance'. Please utilize this information when requesting or changing cardholder templates.

All cardholder accounts contain an exclusion template in accordance with DON policy. This template is coded to prevent all accounts from processing charges at merchants assigned specific MCCs. If you have any questions regarding these excluded MCC's, please refer your questions to DON CCPMD.



Manual Charge Approval

This process is often referred to as a "forced authorization". This requires the noting of

the account by CAM or Customer Service (Customer Service can note approvals for declines that are not based on the NAVYEXC Template). An approval for blocked MCC's is needed from the DON CCPMD. Once the account has been noted, the merchant will need to contact Customer Service (via toll free or collect #, option 0), and provide the representative with the account number, expiration date, name of merchant, and dollar amount to be billed. Assuming that this data is correct and the merchant has called within the allotted timeframe (usually 24-48 hours based on APC's request), the representative will provide the approval code verbally to the merchant.

***Please bear in mind that charges processed verbally cannot be disputed.**

Credit Limits

Cardholder monthly credit limits (MCL) should be set in accordance with DON CCPMD guidance. When determining AO cycle limits, we recommend setting this value at two times the sum of all the cardholders MCL's under that respective AO. As cardholders available credit are linked to the AO's credit line, this formula helps maintain enough credit to prevent undue declines from occurring near the end of cycle (billing period) and prior to the payment posting to the AO (invoice) account.

Payment Transfers and Credit Balance Refund Requests

Requests for payment transfers and credit balance refunds can be sent directly to our **Payment Investigations (PI) group** for processing. They can be reached by fax or email. Please only provide the last 6 digits of account numbers, the amount(s) in question and a point of contact should they have any questions.

PI fax number – 605 357-2016

PI email address – commercialcard.paymentissues@citigroup.com